



HOUSING ASSISTANT

321

Jamestown
1607

DEPARTMENT: Community Services/Office of Housing and Community Development

NATURE OF WORK:

Performs responsible and complex secretarial work involving the performance of administrative duties requiring independent judgment based on knowledge gained through experience. Provides secretarial and administrative support for a department or administrative officer. Work problems involving departures from established rules and policies are reviewed with supervisor for final decision but, within general instructions, employees develop their own procedures and carry work through to completion. Work is performed under the general supervision of a department or unit director.

ESSENTIAL FUNCTIONS OF JOB:

Operates standard office equipment, including word processors and microcomputers, to produce letters, memoranda, reports, forms, invoices, purchase orders, etc., working from rough drafts, tape recordings, hand written notes, oral instructions, or established procedures.

Maintains financial and other records for a variety of program areas; maintains moderately complex recordkeeping and filing system; prepares reports from such records.

Develops and maintains reports and procedures required to ensure accurate and timely monthly housing assistance payments and utility payments are made for housing assistance program participants and to provides complete and accurate documentation of monthly payments required by funding agencies.

Develops and maintains reports and procedures required to ensure accurate billing and tracking of receipts from and payments to other housing agencies for portability vouchers.

Contacts landlords and property management firms to periodically update rent comparable information required to enable assigned staff to complete rent reasonableness determination as required by HUD.

Contacts utility companies to periodically update information required to assure utility allowances are up-to-date.

Assists in maintaining up-to-date waiting lists for Housing Choice Voucher and other programs.

Maintains files and record management systems to ensure that files are retained or purged in accordance with federal and state requirements.

Maintains and updates databases and spreadsheets and prepares various reports.

Replies in person, by telephone, or by correspondence to inquiries from visitors and callers; ascertains nature of the inquiry and provides information on departmental policies and procedures, programs or services provided. May refer more difficult inquires to the appropriate person.

Attends meetings, taking and transcribing minutes of the proceedings.

Monitors office supply stocks and equipment maintenance and orders necessary supplies in accordance with procurement requirements.

Assists in maintaining records, accurate account coding, and reports of revenue receipts and expenditures.

Prepares and sends correspondence and form letters on general matters with limited supervision.

Receives and distributes mail; schedules appointments and meetings; makes travel and meeting arrangements.

Receives, codes, records, and transmits loan payments and other payments to the Treasurer.

Maintains records of all loan payments and accurate balances.

Corresponds with borrowers to collect overdue payments or to obtain information to verify that loan conditions have been satisfied.

Provides loan balance and payment information to borrowers and lenders with proper authorization.

Prepares documents required to create and release mortgage loan liens on real property.

Performs preliminary client screening for the Homeless Intervention Program.

Assists in event planning, creates brochures and newsletters, and helps with planning other event logistics.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Attends training as required by management.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are primarily performed in an office setting. Operates computer keyboard and mouse, telephone, typewriter, fax, scanner, calculator, and copy machine.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of office practices and procedures.

Considerable knowledge of data entry and computer operations and of automated recordkeeping.

Considerable knowledge of bookkeeping and basic accounting.

Considerable knowledge of correct business English, spelling, and punctuation.

Ability to learn the policies, procedures, and services of the department to which assigned.

Ability to maintain complex records, to assemble and organize data and to prepare reports from such records.

Ability to deal with other employees and the general public in an effective and courteous manner.

Ability to type accurately and rapidly and to compose effective and accurate correspondence.

Ability to take and transcribe minutes of meetings.

MINIMUM QUALIFICATIONS:

Associates degree, including or supplemented by course work in secretarial science and considerable experience in responsible secretarial work; or any equivalent combination of accepted education and experience providing the knowledge, abilities, and skills cited above.

NECESSARY SPECIAL QUALIFICATIONS:

Requires a post offer criminal history and sex offender record check.

Requires the ability to travel among various work sites.

Date: August 2007

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Housing Assistant

Position Number: 321

Department: Office of Housing and Community Development

Division: Community Services

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other _____
- Not essential to job functions

2. Hearing/Listening:

- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided
by a calculator, adding machine or measurement device
- Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input checked="" type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift				✓			✓		
Push/Pull				✓			✓		
Hold/Carry				✓			✓		

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

<u>Ladders</u>	<u>Stairways</u>	<u>Steps</u>
<input checked="" type="checkbox"/> Step stool	<input type="checkbox"/> 1 flight	<input checked="" type="checkbox"/> 1-2
<input type="checkbox"/> 8' to 10' step ladder	<input type="checkbox"/> 2 flights	<input type="checkbox"/> 2-3
<input type="checkbox"/> Extension ladder	<input type="checkbox"/> 3 or more flights	<input type="checkbox"/> 3-4
<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____
<input type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function	<input type="checkbox"/> Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit				✓				✓	
Walk	✓						✓		
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other _____ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			

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